

Civilian Performance Feedback and Award Process





Civilian Performance Feedback

- Key component of Performance Management
- Facilitates and enhances private discussion with employees
- Gives supervisors and employees an opportunity to discuss performance issues
- Minimum requirement every four months during appraisal cycle



Civilian Performance Feedback

- Last year new feedback process initiated in conjunction with new appraisal process
 - Two feedbacks completed with Civilian Feedback Worksheet
 - Two surveys sent to supervisors and employees to determine changes needed to process or form
- Changes were made to the Feedback Worksheet based on inputs

HOW DO YOU GET STARTED??





GATHERING INFORMATION

- **Review the 971 File**
 - Are there Letters of Appreciation?
 - Is there derogatory data?
- **Observe the ratee on a daily basis.**
 - Provide feedback on the spot but record for use during feedback session
- **Can use Inspection Reports, Customer feedbacks, Third party information**
 - Provide to employees if used



CIVILIAN PERFORMANCE FEEDBACK WORKSHEET

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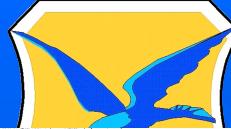
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Element/Duty 4

Element/Duty 5

Element/Duty 6

Element /Duty 7

Comments

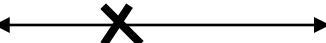
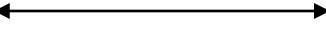
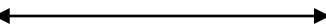
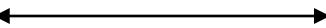
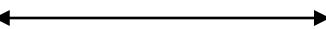
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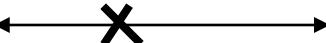
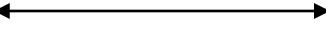
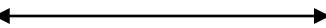
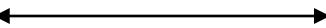
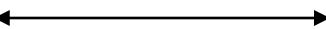
Element 1 Employee failed to f the TO in 3 separate occasions

Element 3: Stayed after work complete processing of paperw for three special projects

CIVILIAN PERFORMANCE FEEDBACK WORK

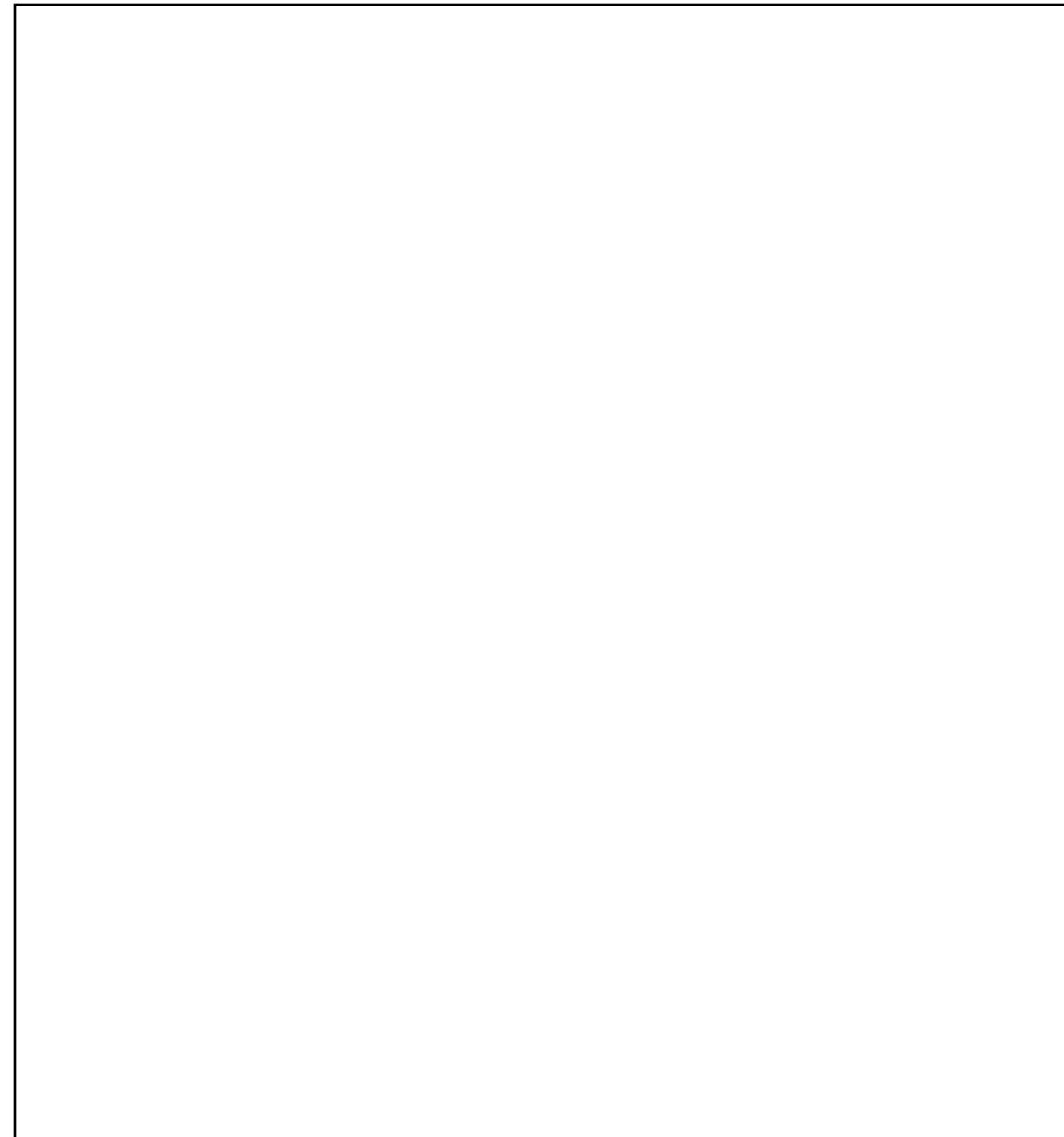
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Comments

Takes the initiative all the time
Doesn't wait for direction
knows what needs to be done



Rater	Employee	Date
Donald Duck GS-11	Mickey Mouse	12 th of never



AWARD PROCESS

- Past years
 - Awards based on rating on appraisal
 - Award recommendations made to award authority who made decision
 - Criteria for receiving award not known



AWARD PROCESS

■ Future

- Beginning of appraisal cycle supervisor and employee(s) establish criteria
 - » Input from employee
 - » Final decision rests with supervisor
 - » Employee given copy of criteria
 - » Set the bar high but make attainable
 - » Put thought into criteria



AWARD PROCESS

- Progress toward attaining or exceeding criteria discussed during feedback
- Employee must know how they are doing
 - Exceeding—what they did to exceed, continue what they are doing, do more
 - Not progressing—what they need to do, areas where they are failing to progress



AWARD PROCESS

- End of Appraisal Cycle
 - If criteria met:
 - » Supervisor recommends to next level
 - » Award recommendation goes through coordination process to award authority
 - » Final Decision is award authority
 - » If award not given employee can request reason from award authority or designee
 - » Cannot question amount of award
 - » Award authority or designee provides reasons in writing



QUESTIONS??